

FFEL Training Options

If we determine there is a need for FFEL training, there are three basic options:

- Deliver the existing training in its current format
- Completely recreate the training course
- Modify the existing materials

To modify/update the existing training, there are three primary options, listed below in order of increasing work effort:

Update/Enhance existing document

We could facilitate the process of updating the existing materials. This would include engaging subject matter experts (SMEs), collecting their input, and gathering additional information. To this end, one approach is to start with the existing materials, get SME feedback, follow-up with SMEs for elaboration, then update the materials.

- Development time estimate -- 20:1
- Shortest preparation time
- Heavy SME time (though on short-term basis), with possible walk-through of materials

Create job aids to supplement the existing training document

To simplify the use of the existing materials, we could create supplemental job aids. This would involve gathering SME input on the most used or most important elements of the training, condensing them in an easy-to-use format, and incorporating them into the existing course. To some extent, this option could be combined with updating the existing document.

- Development time estimate -- 40:1
- What type of job aids? How many job aids?
- Heavy SME time (mid-range time basis), strong design and development

Create activities to supplement the existing training delivery

We could create activities to enhance the classroom experience, particularly to underscore certain parts of the training. These activities could be added to the existing delivery approach, thereby improving the participant's experience without revamping the entire course. Since most of the data necessary for the course is already in the manual, this would primarily require selecting the sections to highlight through activities and determining the proper activity through which to teach those elements.

- Development time estimate -- 80:1
- Longest prep time
- Heavy SME time (longer time basis), extensive design and development

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Considerations:

- Time estimates, which are stated in the form of ratios that generally indicate the development time per hour of instruction. In the case of job aids, this measure is per job aid; for activities, by length of activity. This time estimate would be shared/divided between SMEs and developers, approximately (as a very rough estimate) half by SMEs and half by developers.
- General comparative estimates indicate the duration of development relative to other approaches and/or factors affecting the duration of development.
- Approximations regarding the necessary skills mix. Each approach requires varying levels of involvement from SMEs and designers/developers.

General assumptions:

- 2-day training course (as is currently the case)
- Accenture involved in design and development

Other factors:

Identifying SMEs
Identifying trainers